Technology has been invaluable during the City's response to COVID-19.
- 18,173 City employees are teleworking through ITA's Connect2LACity platform
- Google video meetings have increased 10X during the pandemic (~2,000/day)
- Channel 35, LACity.org, LA City social media have become major media platforms

With tough economic downturn and potential recurrences of pandemic, technology will become even more important for LA City employees, residents, and businesses.

Requests in Budget & Finance Letter

1. Restoration of $990K in Salary Account Funding

   A. *$2.62M salary reduction equivalent to 24 positions that the department would hold vacant for the entire year*

   B. *ITA already must absorb the following unfunded costs which total $3.2M;*
      a. Salary Savings Rate
      b. Retirement payouts
      c. Sick Leave payouts
      d. 24/7 on-call requirements for public safety
      e. MOU-negotiated payments for tools and uniform allowance. 311 call center workers, tower climbing bonus, etc.
      f. With the above unfunded costs, in order to live within our salary budget ITA must keep 29 positions vacant, equivalent to a 6.6% vacancy rate
      g. The additional $2.62M cut would require a total of 24 positions be held vacant, for a vacancy rate of 12%.

Requesting that $990K be restored to ITA's Salary account so that we can maintain a 10% vacancy rate

2. Citiwide Cybersecurity Fortification - Appropriate UB and add $380,000

   A. Requested for $1,798,165 for Cybersecurity Fortification Initiative, not funded.

   B. In July 2019, the City experienced a data breach that exposed LAPD information, costing the City about $1.254M in remediation and a yet undetermined amount for potential litigation and liability cost .

C. The Mayor's proposed budget includes a $300,000 funding in the Unappropriated Balance for Personnel Related Cybersecurity Measures.

ITA is requesting that $300,000 in the UB funding for Cybersecurity Measures be appropriated to the ITA's Contractual Services account and an additional $380,000 to fund two critical needs in this budget package:

a. LA CASE (Citywide Adaptive Security Evaluation) - $260,000
LA Cyber CASE is a necessary vulnerability and risk prioritization solution to ensure the City's public facing websites, apps, and servers are cyber secure. This solution provides weekly vulnerability assessments for over 1,200 City department websites, apps, and servers and a monthly dashboard to department heads showing a prioritized list of cyber security issues and how to resolve. By identifying and resolving these issues quickly, we prevent hacking and data breaches. This is a direct response to the 2019 summer Personnel data breach based on a Personnel department system with multiple cyber issues that was hosted outside of the City network. Due to the rapid growing technology and increasing cyber threats due to Coronavirus, there is a dire need for better assessment and resolution for City systems.

b. LACyberSafe - $420,000
Email phishing is still the most common method to illegally access data and City systems. LA CyberSafe provides an automatic Malware Analysis and Remediation System for City employees. This continues the "PhishAlarm" product that allows City employees to question an email as suspicious and then gets a result. In addition, if the email is phishing, then LACyberSafe will take the email from City employee's inboxes to prevent further infection.

3. Citywide Data Science & Predictive Analytics Platform - $274,000

A. Requested $300,000 for Citywide data analytics tool, not funded

B. The Mayor's proposed budget regularizes support for three staff to manage the City's Data Analytics projects but funding was not continued for the Citywide data analytics platform.

C. City needs a centralized data repository, including analytics and visualization tools, as well as common reporting capabilities and tools
   a. Prevent data duplication and inconsistency
   b. Provide economies of scale with one enterprise tool, all analysts trained on one product, better vendor support

   Requesting on-going $274,000 in Contractual Services funding for Data Analytics Platform

Impact of Furloughs on ITA

All ITA services will be delayed/degraded. The following are just a few examples:
- 24/7 support at Mt Lee Radio Tower will be reduced to two shifts daily, site will be unstaffed and ITA will work to move monitoring service.
- 24/7 support for the Network Operations Center will be reduced to two shifts daily.
- 311 callers will experience longer wait times.
- Human Resources and Payroll System Replacement project schedule will be delayed. January 2022 implementation date jeopardized.
- Obsolete desk phone replacement work for LAPD VOIP system and City Mobile Worker will be extended, risking telecoms discontinuing support.
- Network outages will take longer to diagnose and repair.